

Customer Number 22,852
 Attorney Docket No. 7781.0064-00
 SAP Ref. No.: 2003P00711 US

DECLARATION AND POWER OF ATTORNEY

O I P E
AUG 12 2004
JC98

As a below named inventor, I hereby declare that: my residence, post office address and citizenship are as stated below next to my name; I believe I am the original, first, and sole inventor (if only one name is listed below) or an original, first, and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled: METHODS AND SYSTEMS FOR DETECTING USER SATISFACTION, the specification of which was filed on March 30, 2004, as United States Application No. 10/811,971 and Confirmation No. 2997.

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above. I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR § 1.56.

I hereby claim foreign priority benefits under 35 U.S.C. § 119(a)-(d) or § 365(b) of any foreign application(s) for patent or inventor's certificate or § 365(a) of any PCT international application(s) designating at least one country other than the United States, listed below and have also identified below, any foreign application(s) for patent or inventor's certificate, or any PCT International application(s) having a filing date before that of the application(s) of which priority is claimed:

Country	Application Number	Date of Filing	Priority Claimed Under 35 U.S.C. 119
			<input type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO

I hereby claim the benefit under 35 U.S.C. § 119(e) of any United States provisional application(s) listed below:

Application Number	Date of Filing

I hereby claim the benefit under 35 U.S.C. § 120 of any United States application(s) or § 365(c) of any PCT International application(s) designating the United States, listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States or PCT International application(s) in the manner provided by the first paragraph of 35 U.S.C. § 112, I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR § 1.56 which became available between the filing date of the prior application(s) and the national or PCT International filing date of this application:

Application Number	Date of Filing	Status (Patented, Pending, Abandoned)

I hereby appoint the following attorney and/or agent(s) to prosecute this application and transact all business in the Patent and Trademark Office connected therewith. FINNEMAN, HENDERSON, FARABOW, GARRETT & DUNNER, L.L.P., CUSTOMER NUMBER 22,852.

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under section 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

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Full Name of First Inventor Matthias Kaiser	Inventor's Signature 	Date Aug. 10, 2004
Residence Mountain View, CA		Citizenship German
Post Office Address 1235 Brookdale Avenue, Mountain View, CA 94040		



PATENT
Customer No. 22,852
Attorney Docket No. 7781.0064-00
SAP Ref. No.: 2003P00711 US

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Matthias Kaiser) Group Art Unit: 3621
Application No.: 10/811,971) Examiner: Not Yet Assigned
Filed: March 30, 2004)
For: METHODS AND SYSTEMS FOR)
DETECTING USER)
SATISFACTION)
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AUTHORIZATION TO ACT IN A REPRESENTATIVE CAPACITY

The practitioner named below is authorized to conduct interviews and has the authority to bind the principal concerned. Furthermore, the practitioner is authorized to file correspondence in the above-identified application pursuant to 37 C.F.R. § 1.34.

Name	Registration No.
Shailendra Bhumralkar	38,381
Anthony L. DiBartolomeo	37,308
Christopher L. Faye	43,608
Kevin M. Curran	43,571
Thomas A. Hassing	36,159
Joseph A. Root	30,678
Naomi Voegtli	44,371
Jurgen K. Vollrath	49,098

This is not a Power of Attorney to the above-named practitioner(s).

Accordingly, the practitioner(s) named above does not have authority to sign a request to change the correspondence address, a request for an express abandonment, a disclaimer, a power of attorney, or other document requiring the signature of the applicant, assignee of the entire interest or an attorney of record.

The above-identified application is currently associated with FINNEGAN, HENDERSON, FARABOW, GARRETT, & DUNNER, L.L.P., Customer No. 22,852, with respect to correspondence address and Power of Attorney.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,
GARRETT & DUNNER, L.L.P.

Dated: August 11, 2004

By: Andy Schmid Reg. No. 38,611
 for Linda J. Thayer
 Reg. No. 45,681